South West LHIN: Indigenous Cultural Safety Training

Employer Obligations

South West LHIN-funded health service providers and health care partners may request registration for the online Ontario Indigenous Cultural Safety (ICS) training program.

The South West LHIN and Ontario Ministry of Health and Long-term Care have funded a limited number of seats for this region. In return for the LHIN covering the costs of the ICS program, we ask participating organizations to review, and where appropriate, commit to the following:

WHAT TO DO

… Before accepting the South West LHIN's training allocations

1) Identify a contact from your organization to liaise with South West LHIN Indigenous Health Lead, Vanessa Ambtman-Smith *(see contact information on page 3).*

2) You will be connected to the Ontario Registration and Data Coordinator, Jocelyn Raikes *(see contact information on page 3).* She will send you the bulk registration form and a date to have it returned by.

3) If you are from an organization funded through the South West LHIN, and have a condition in your funding agreement to create an Indigenous Cultural Safety Plan, identifying how many staff will participate in ICS training may be part of the process to access training seats. The LHIN will be working with Indigenous partners and leadership within the sub-regions to determine the priority sectors for 2018-19. This will reflect on the allocation for this year and will also guide allocations moving forward.

4) Based on the number of seats you are allocated by the LHIN, you need to complete the Bulk Registration form for the staff you approve to take the training. Within one to two weeks after you return your form to the Registrar, staff will be registered in and participate in the next available session.

Please note that once you submit a request for ICS training, staff will not be able to choose their start date . Indicate which month the participant(s) prefers to start in and they will be placed in the first available training for that month, if it is available.

WHAT TO KNOW

… Before registering for training

5) ***Duration and start dates****:* training runs for eight weeks after the start date. There are no options to extend or defer.

6) ***Time commitment****:* participants must dedicate a minimum of 8 – 11 hours over the 8-weeks of training. Each week, participants complete one module.

7) ***Type of training available:*** participants may choose "Core ICS Health", or "Core ICS Mental Health" training. The first six modules in both courses are the same, with the remaining modules specific to health or mental health (see full descriptions on page 3).

Participants can work at their own pace, and ***there is no specific time where a participant is required to be online during the 8 weeks of training,*** *as long as the training is completed by the course end date.*

8) ***Engagement****:* training is interactive and participants are expected to participate fully. This includes posting regularly on the discussion boards and interacting personally with the facilitator by email and/or telephone.

9) ***Monitoring and online security****:* the participant's employer/supervisor will monitor training progress, as needed.

The training platform is a secure site, accessible through participant logon and password. As such, participants directly receive their system and instructor-generated materials (including registration confirmation, messages, certificates of completion) and if needed, would forward these materials to their supervisor.

The LHIN does not have access to participant files, but works with the Ontario registrar to monitor enrolment, participation and completion.

… To get staff registered

10) Approved staff will receive an email from the platform confirming registration and start date. The Friday before the training begins, they will receive a welcome package. An e-mail is also sent out after registration from the Ontario ICS Registrar, confirming the start and end date.

… During the training - if staff fall behind and/ or are unable to complete training

11) Should a participant fall behind, they will receive automatically-generated weekly reminders from the training platform.

12) If staff continue to fall behind - for example, if after five weeks, the participant has completed less than half of the training - the LHIN will email the participant and/or their organizational lead for ICS training.

13) If a participant is unable to complete the training and has yet to start, the employer must notify the LHIN immediately, and make every attempt to assign a new staff member to take the training. If the participant has already started the training, they cannot be replaced and if they do not complete, it is counted as a "wasted seat".

It is possible for the second participant to succeed, however, the replacement has the same start/end date as the original and will not have the full 8 weeks to complete the course (if the start date has already passed).

… Upon successful completion of the training

14) Participants will get access to their certificates on the training platform. They can log into their account and print their certificate at any time. Their Certificate only becomes available once the course closes.

… Bounce-Back Prevention

15) In order to ensure that our platform e-mails do not bounce back, please have your IT department safelist the following two e-mails: ICS@sanyas.ca and no-reply@elasticemail.com.

For all ICS training-related communications, please contact Jocelyn Raikes, Ontario Registration and Data Coordinator (jraikes@soahac.on.ca, 519.914.1858 Ext.2009)

Vanessa Ambtman-Smith, South West LHIN Indigenous Health Lead (Vanessa.Ambtman@lhins.on.ca 519.640.2610 toll-free 1.866.294.5446 Ext.2610).

Types of Training

Participants can only take one of the trainings and not both.

Core Indigenous Cultural Safety (ICS) Health Training *is designed for people who work in health and focuses on issues that are specifically relevant for health care professionals working with Indigenous people in Ontario.*

Core Indigenous Cultural Safety (ICS) Mental Health Training *is designed for people working in mental health and substance use services and focuses on issues that are specifically relevant for mental health professionals working with Indigenous people in Ontario. Please note that you do not need to have taken the Core ICS Health to take this course.*

The overarching goal of both foundational trainings is to begin an important educational journey that will contribute to improved patient experiences; access to health services and health outcomes for Indigenous people.